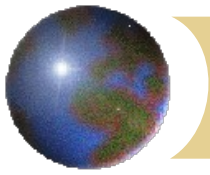


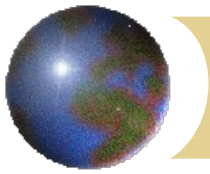
METRICS PRESENTATION

Not “What we do” but
“How well we do what we do”



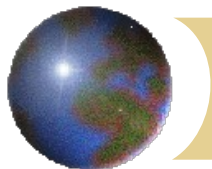
Workload related to Resourcing?

- ✚ Collect workload data:
 - ✚ Budget/program resources
 - Based on MFTs
 - Requirement validation
 - Staffing standards
- ✚ Workload metric does not reflect level of service provided the fleet.



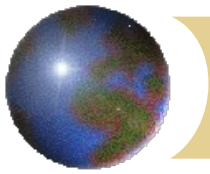
Need a performance metric

- ✚ Along with a workload metric
 - ✚ Determine proper resourcing levels
- ✚ Workload (examples)
 - ✚ #Receipts processed
 - ✚ #SRB reenlistments processed
 - ✚ #Travel tickets issued
- ✚ Performance metric (examples)
 - ✚ Receipts processing timeliness
 - ✚ SRB reenlistment processing timeliness
 - ✚ Travel ticket issuing timeliness



We collect workload data

MILPERS CATEGORY	CSD ATSUGI	PSD DIEGO GARCIA	CSD NCTAMS	PSD GUAM	PSD MISAWA	PSD OKINAWA	PSD SASEBO	CSD IWAKUNI	PSD SEOUL	CSD CHINHAE	PSD SINGAPORE	PSD YOKOSUKA	PSD PEARL HARBOR	PSA PACIFIC
Active Duty Service Records-Enlisted	1319	590	813	1075	665	1623	425	227	144	120	87	1995	10194	19277
TAR Service Records-Enlisted	1	0	0	0	0	0	0	0	2	1	0	0	70	74
Selected Reserve Records-Officer	0	0	0	0	0	0	1	0	0	0	0	0	163	164
Selected Reserve Records-Enlisted	0	37	0	127	49	0	69	0	0	28	0	0	340	650
Limited Duty Records	2	1	7	23	1	31	3	0	0	0	0	57	216	341
Receipts Processed-(Enlisted)	16	37	7	32	22	80	20	8	8	6	4	50	310	600
Receipts Processed-(Officer)	1	3	2	5	1	20	2	3	3	0	1	9	91	141
Separations/Fleet Reserve/Retirements Processed (Enlisted)	0	6	6	6	2	10	2	2	2	0	1	8	63	108
Separations/Fleet Reserve/Retirements Processed (Officer)	0	0	0	1	0	0	0	0	0	0	0	3	32	36
Transfers Processed (Enlisted)	28	56	7	41	29	60	18	9	7	10	3	61	189	518
Transfers Processed (Officer)	14	3	0	4	1	16	1	1	3	0	3	14	55	115
Reenlistments Processed (with SRB)	4	1	8	4	2	4	8	2	0	0	0	11	73	117
Reenlistments Processed (without SRB)	3	2	5	5	2	10	6	4	2	2	1	16	54	112
Extensions Processed	12	13	17	6	8	43	10	10	13	3	0	44	171	350
Commissionings to CWO/LDO Processed	1	0	0	0	0	0	0	0	0	0	0	0	0	1
DEERS/RAPIDS ID Cards Issued	457	80	0	476	81	567	210	0	50	16	61	940	2385	5323
SMART Cards Issued	99	0	0	0	0	0	0	0	0	0	0	177	517	793
SMART Cards Modified	54	0	0	0	0	0	18	0	0	0	0	65	250	387
Civilian Personnel Clerks (CIV)	3	1	0	0	6	2	1	0	0	0	2	13	22	50
Military Personnel Clerks (PN)	13	6	9	21	7	16	4	1	3	1	2	24	34	141
Number of Dependents on Station (PSD/CSD) command sponsored	42	0	26	43	18	54	21	6	183	72	11	60	13323	13859
Number of Dependents on Station (PSD/CSD) non-command sponsored	1	0	0	2	2	1	1	0	2	0	0	0	0	9
Retiree Correspondence/Check Address Change	0	0	0	0	0	0	0	0	0	0	0	0	7	7
Marriage Requests	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Leave Papers Processed (all)	234	96	128	321	79	202	75	0	33	36	21	236	1088	2549
OTEIP Processed	0	0	3	0	2	22	3	6	0	2	0	3	10	51
FITSW/SITW Changes for Retirees	0	0	0	0	0	0	0	0	0	0	0	0	5	5
Retiree Allotment/DDS starts/stops/changes	0	0	0	0	0	0	0	0	0	0	0	0	10	10
Record of Emergency Data (Page 2's) Processed	121	20	6	112	16	235	20	17	28	0	8	145	1709	2437
Navy Wide Exams Ordered	53	0	67	34	387	4	0	86	38	13	0	70	0	752
Navy Wide Exams Administered	0	0	0	0	1	5	0	0	0	0	0	4	0	10
Navy Wide Exams Transferred	0	1	8	48	1	0	0	2	0	0	0	2	0	62
Navy Wide Exams Received	5	0	57	11	113	19	42	0	48	26	0	39	2	362
Navy Wide Exams Destroyed	1	0	0	0	1	0	0	0	0	0	0	7	0	9
DLAB Administered	0	0	0	1	0	0	0	0	0	0	0	0	6	7
ASVAB Administered	0	0	0	4	0	0	0	0	0	0	0	2	5	11
Early Return of Dependents (# processed)	1	0	1	1	1	0	0	1	0	0	0	2	12	19



Performance we can measure

✚ Milpers

- ✚ Receipt/transfer processing timeliness
- ✚ SRB processing timeliness

✚ Milpay

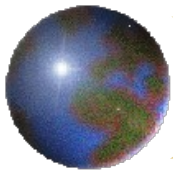
- ✚ DJMS accuracy
- ✚ DJMS timeliness
- ✚ Travel Claim processing timeliness

✚ Transportation

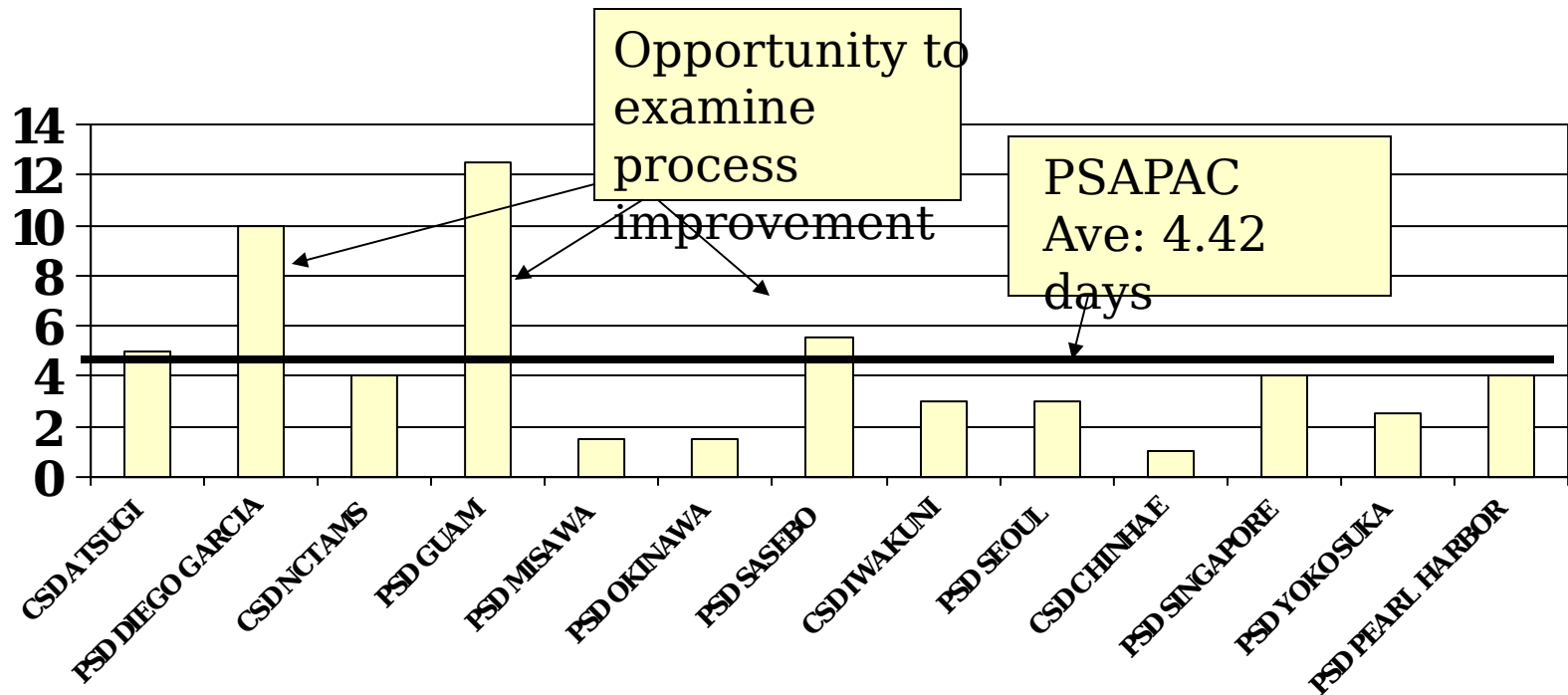
- ✚ Ticket booking/issuing timeliness

✚ ADP

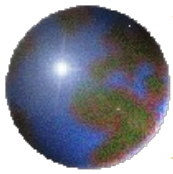
- ✚ SDS/NSIPS processing timeliness



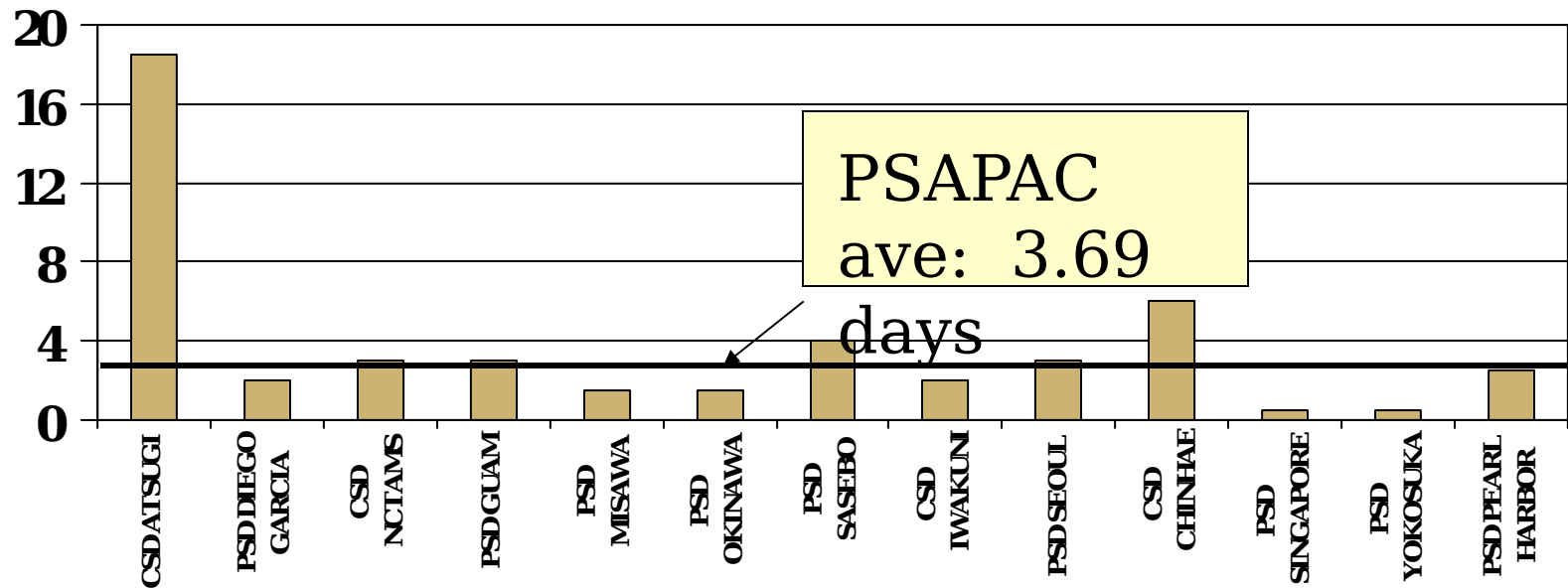
Receipts Timeliness



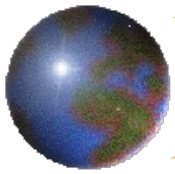
■ Timeliness of Receipts Process (Average Number of Working Days; Begin Point: Mbr checks in with PSD - End Point: Events are posted in MIMPA as Category 2)



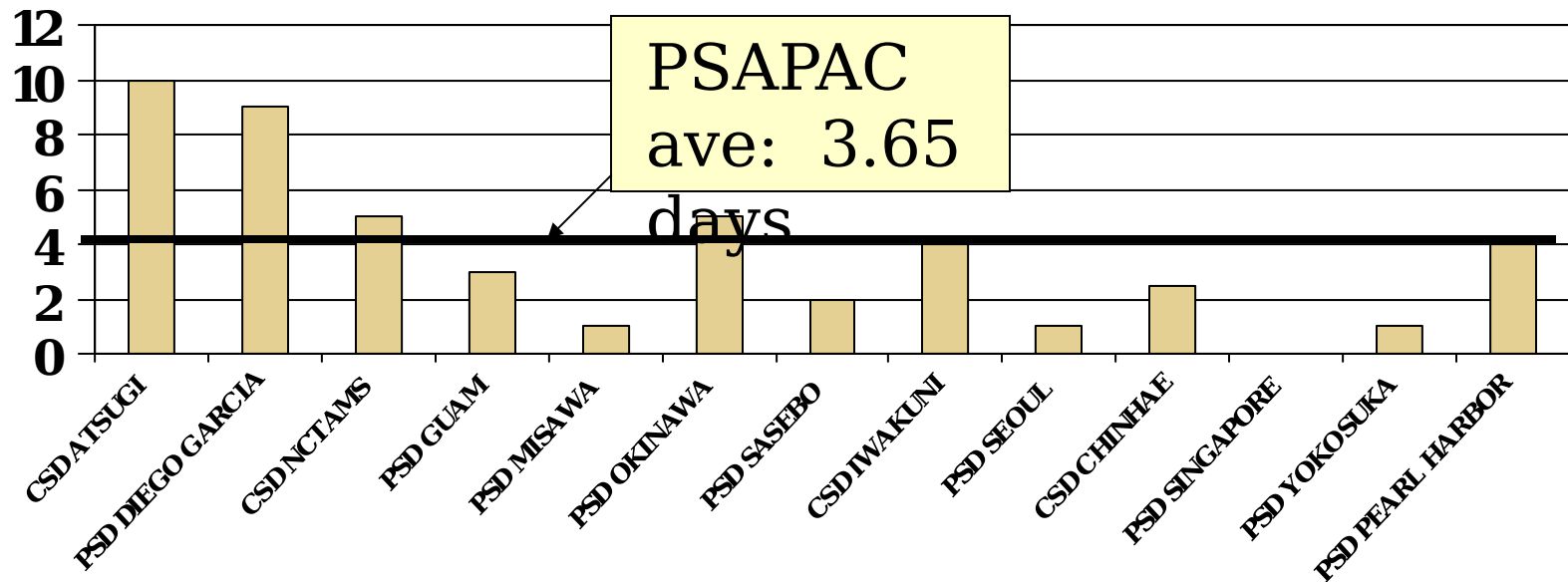
Transfer Timeliness



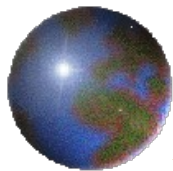
■ Timeliness of Transfer Process (Average Number of Working Days; Begin Point: Date PSD receives PCS Orders - End Point: Date Transfer Package forwarded to Detaching Command)



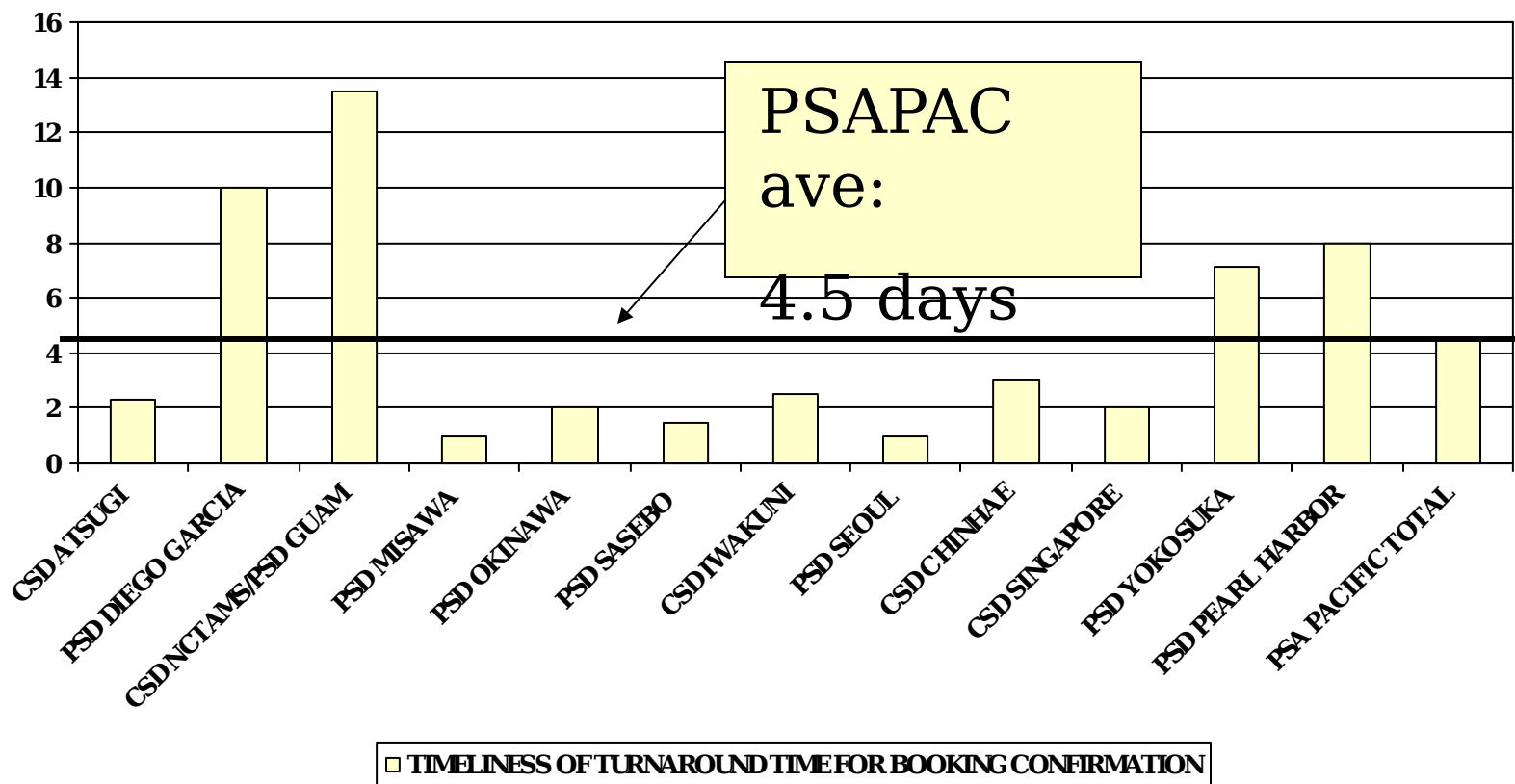
SRB Timeliness

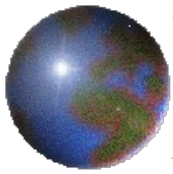


 **Timeliness of Initial SRB Payment (Average Number of Working Days; Begin Point: Date of Reenlistment - End Point: Date of Posting of Initial Payment on MIPA)**

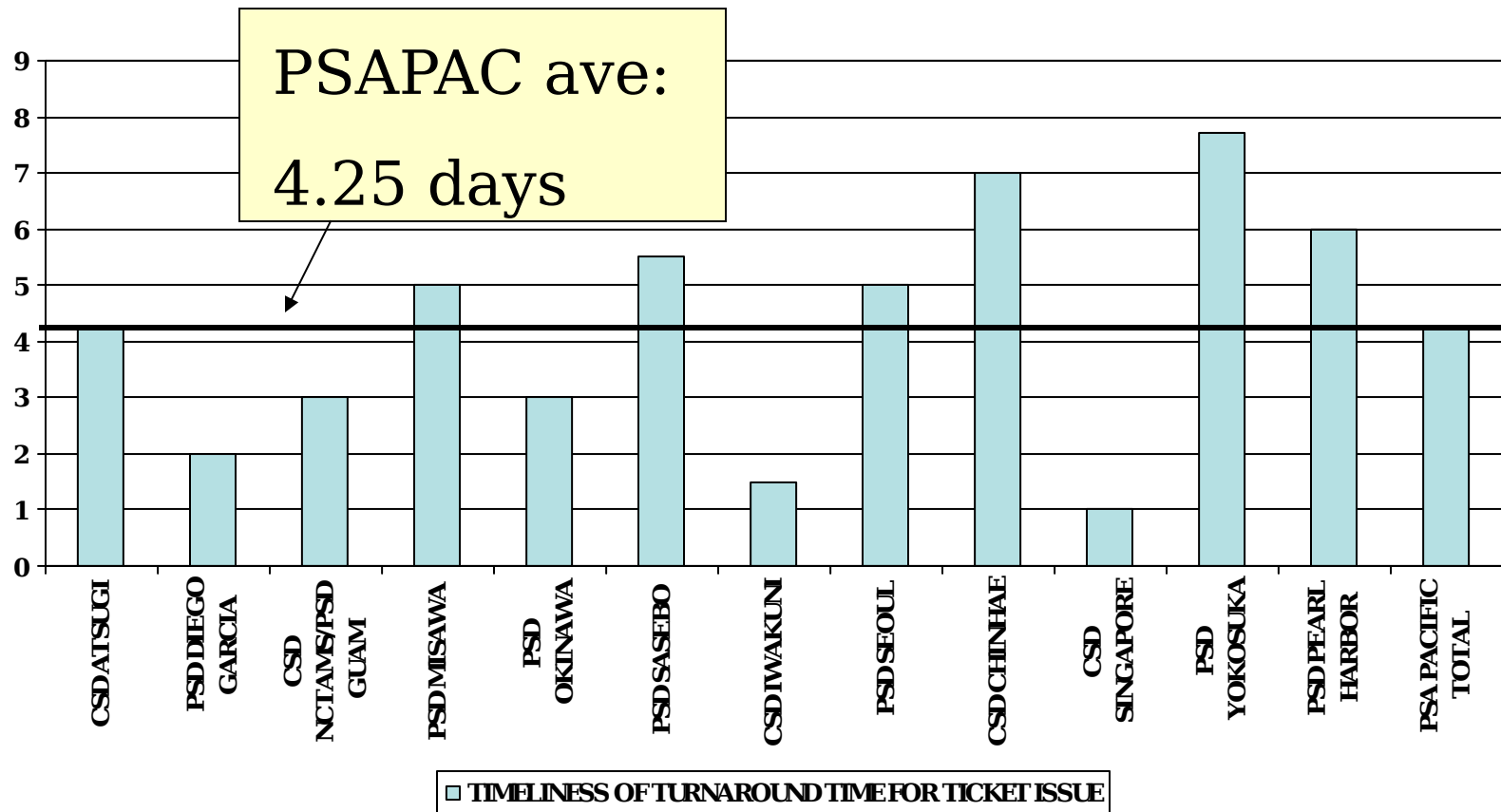


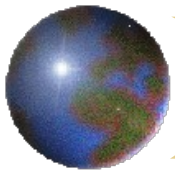
Ticket Booking Timeliness



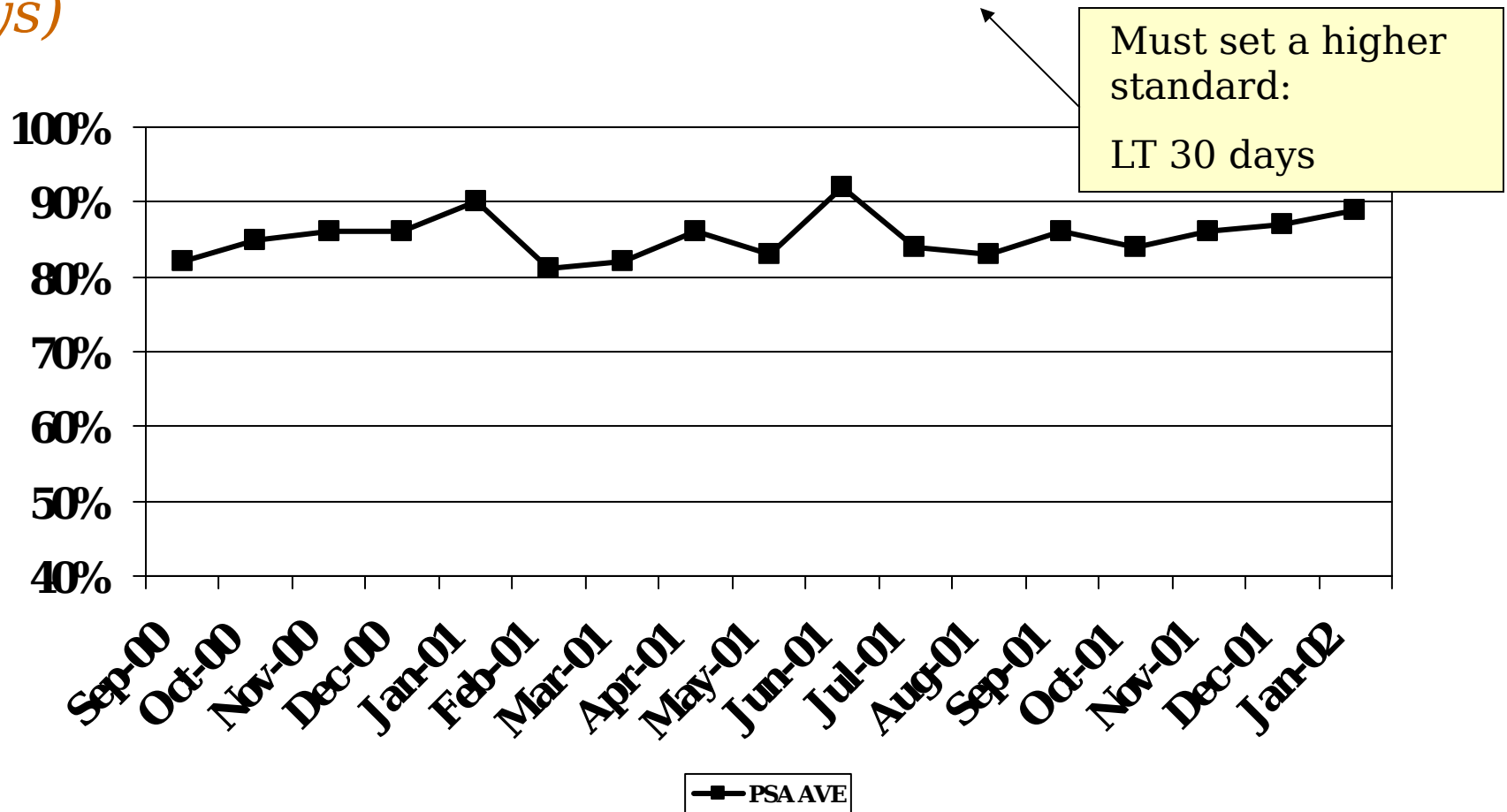


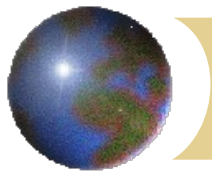
Ticket Issuing Timeliness



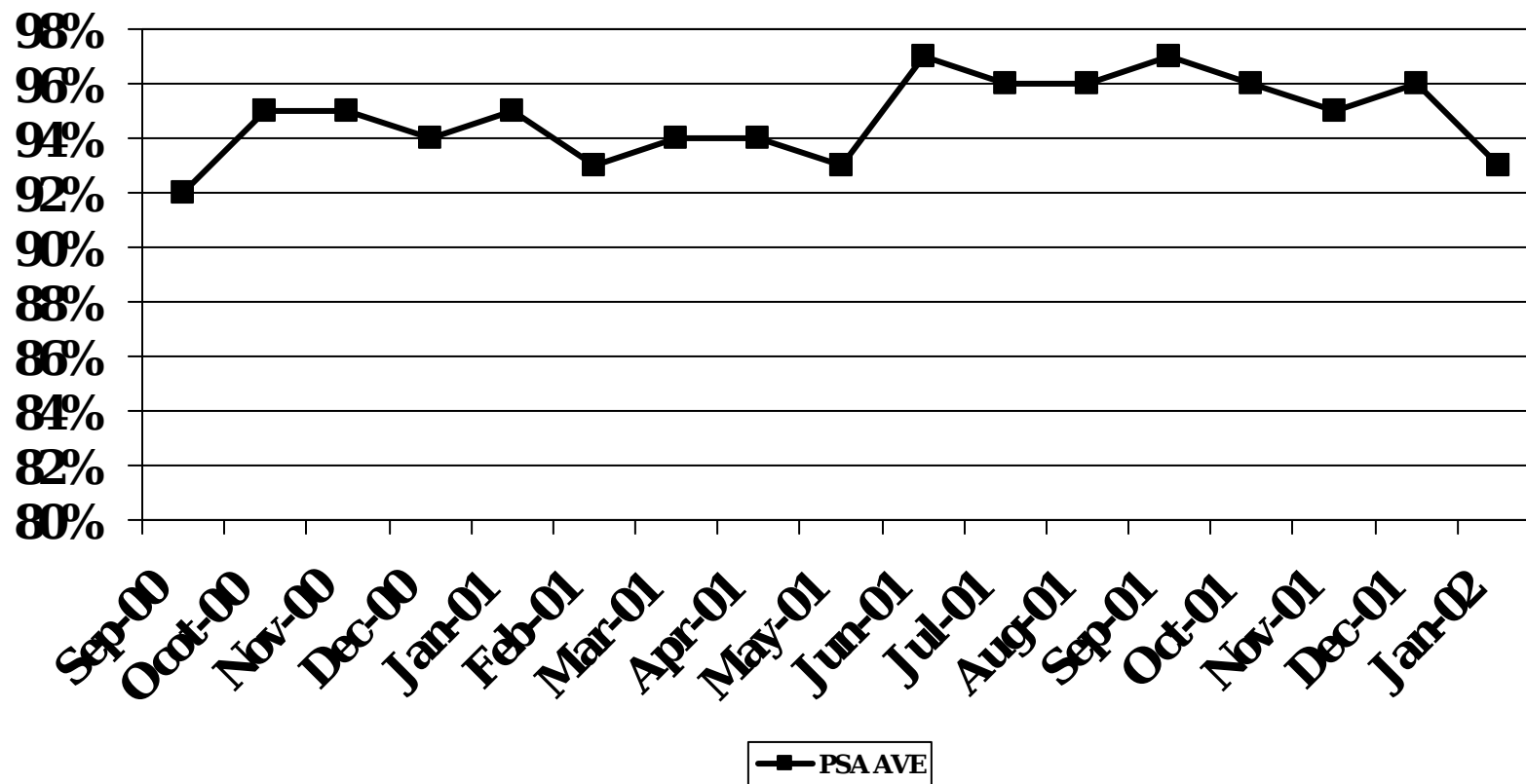


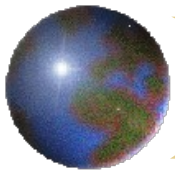
DJMS Timeliness (Less than 60 days)



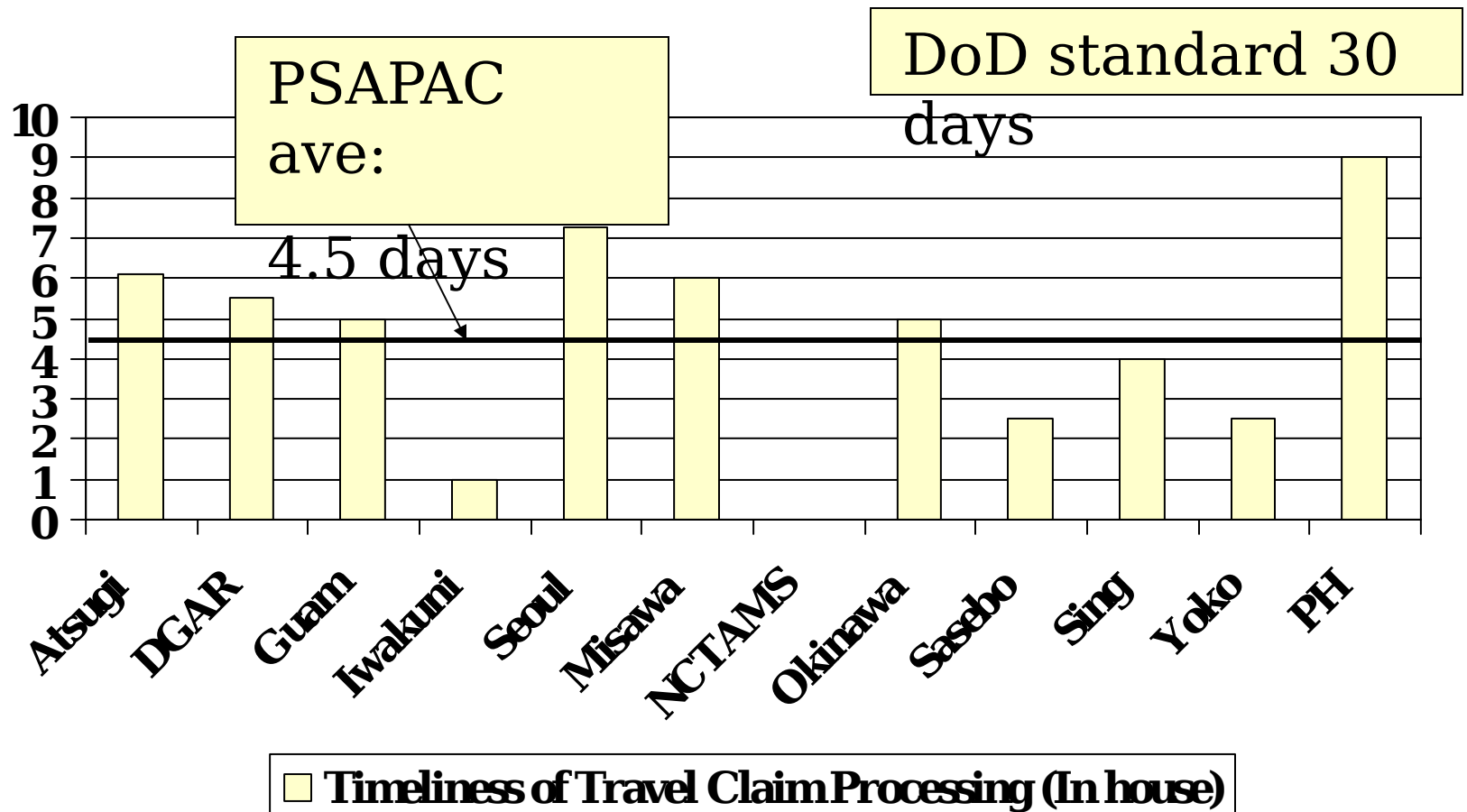


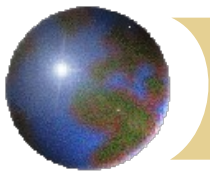
DJMS Accuracy



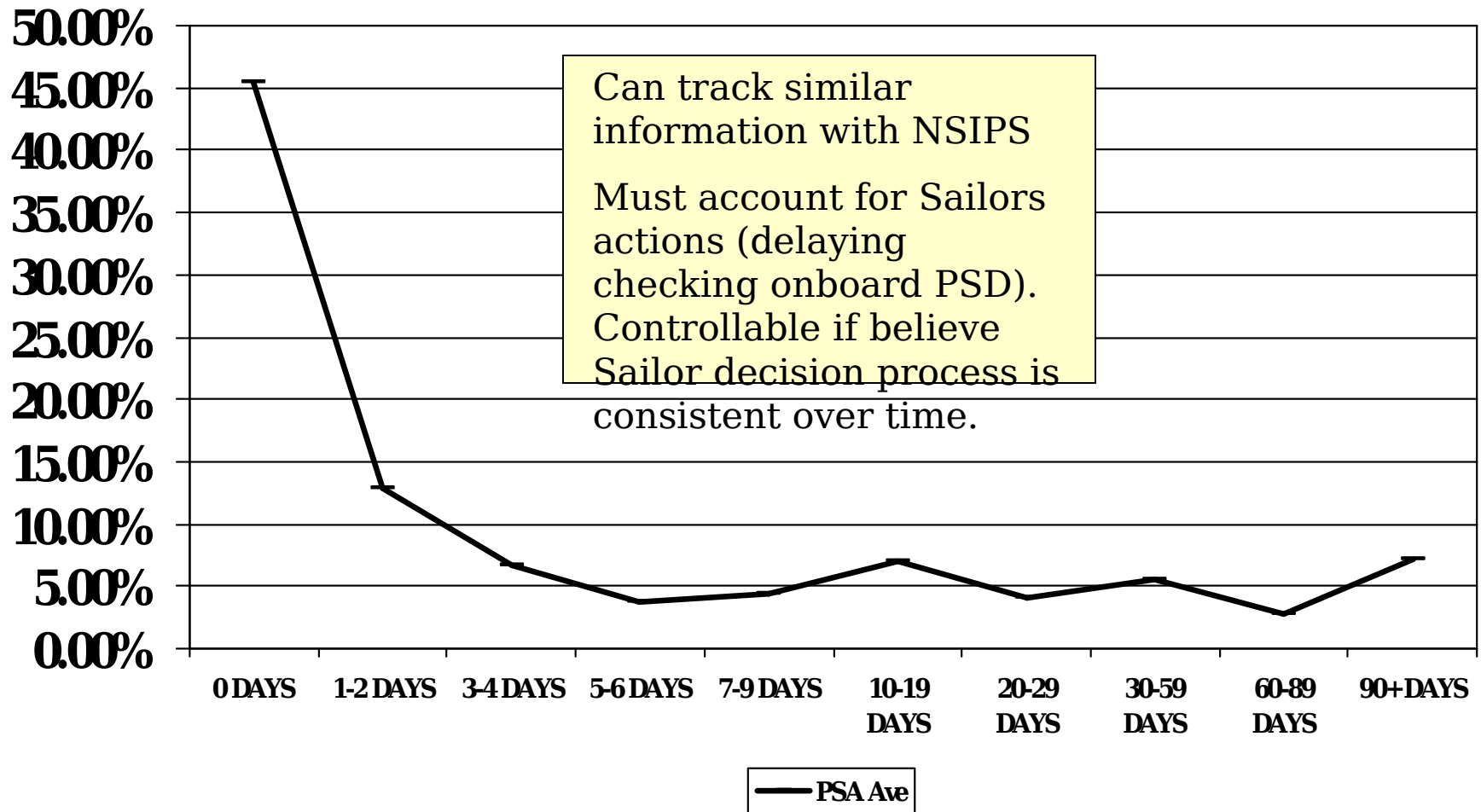


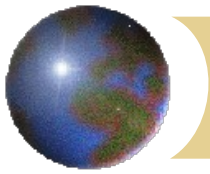
Travel Claim Timeliness





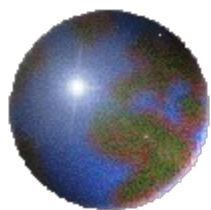
SDS Timeliness



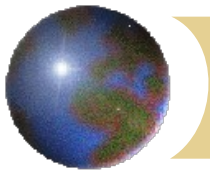


Take aways

- ✚ Level of performance should be a factor when determining future resourcing levels
 - ✚ Must determine desired level of performance
 - ✚ Relates resources as a function of requirements
 - Resources:
 - Manpower
 - Control
 - ADP support
 - Requirements
 - Workload
 - ✚ Actual performance can be used to validate staffing standards
 - Staffing standards may be some what theoretical
 - ✚ Key element to any CA/FA performance standard



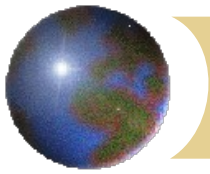
Back Up



TIMELINESS OF INITIAL SRB PAYMENT

BACKGROUND: Process begins when member reenlists with Selective Reenlistment Bonus (SRB) and ends when Initial Payment is posted on MMPA

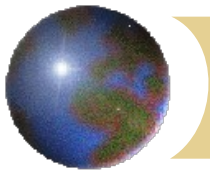
PSAPAC STANDARD: Eight working days



TIMELINESS OF RECEIPTS PROCESSING

BACKGROUND: Process begins when member reports on Permanent Change of Station (PCS) orders to ultimate duty station and ends when all allowances are posted on member's pay account with MMPA indicator "2"

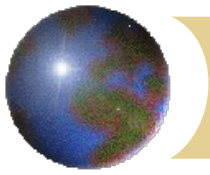
PSAPAC STANDARD: Ten working days



TIMELINESS OF TRANSFER INFO SHEET PROCESSING

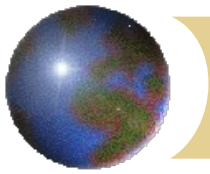
BACKGROUND: Process begins when PSD receives Permanent Change of Station Orders and ends when the Transfer Package is forwarded to the member's command

PSAPAC STANDARD: Five working days



TIMELINESS OF PRR PROCESSING

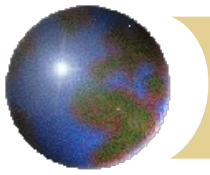
PSAPAC STANDARD: Issue booking confirmations three working days after receipt of request and issue tickets three working days before departure date



TIMELINESS OF TRAVEL CLAIM PROCESSING

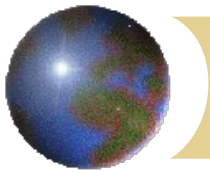
BACKGROUND: Process begins upon receipt of travel claim and ends when entitlements are posted on MMPA

PSAPAC STANDARD: Ten working days



DJMS TIMELINESS AND ACCURACY

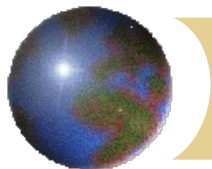
- ✚ Measures the work output of all pay documents submitted every month
- ✚ Data is generated from Defense Finance Accounting Service (DFAS)



TIMELINESS OF RELEASE OF SDS EVENTS

BACKGROUND: SDS generates a timeliness report that indicates average number of elapsed days from the effective date of transaction until the date documents are released

PSAPAC STANDARD: Three working days



MILPAY “What we do”

	CSD ATSUGI	PSD DGARCIA	PSD GUAM	CSD IWAKUNI	PSD SEOUL/CSD CHIN	PSD MISAWA	CSD NCTAMS	PSD OKINAWA
NUMBER OF ITEMS/PROCESS ON HAND/ETC.								
* Active Duty Pay Accounts - Enlisted	2786	893	1277	222	249	1005	789	1630
* Active Duty Pay Accounts - Officer	430	135	282	45	85	123	74	453
* TAR Pay Accounts - Enlisted	1	0	0	0	2	0	0	0
* TAR Pay Accounts - Officer	0	0	0	0	3	0	0	0
ACDUTRA (NC 2120) Processed - Enlisted	74	1	10	0	6	0	0	12
ACDUTRA (NC 2120) Processed - Officer	2	0	4	0	8	0	0	1
DLA Processed	19	31	21	1	10	0	0	25
OHA Processed	81	17	48	2	6	2	35	31
MIHA Processed	88	0	27	4	6	2	12	42
TLA Processed	134	0	31	35	19	14	28	109
FSA Processed	19	72	7	0	3	13	29	8
TAD Travel Claims Processed via IATS	508	599	577	0	178	506	0	422
Military PCS Travel Claims Processed via IATS	94	71	80	0	37	37	0	97
Civilian PCS Travel Claims Processed via IATS	3	0	0	0	1	0	0	0
Travel Advances Paid	88	34	38	3	14	2	0	25
U.S. Treasury Check Payments (by check)	1	60	91	0	17	0	0	3
Excess Travel Advance Collections	1	2	6	0	2	1	0	2
Claims disbursed this month off line	0	0	0	0	30	0	0	0
Timeliness of Travel Claim Processing (In house)	7.58	6	5	1	7.5	5	0	5
EFT Transactions per month	226	29	11	12	246	38	0	582
USMC members serviced, Defense Retiree and Annuitant Pay System (DRAS)	0	0	0	0	0	0	0	0
USA members serviced (DRAS)	0	0	0	0	0	0	0	0
USAF members serviced (DRAS)	0	0	0	0	0	0	0	0
Family members serviced (DRAS)	0	0	0	0	0	0	0	0
FIDS processed	3196	1869	1491	156	244	1392	752	1668
FIDS rejected	88	245	51	0	19	27	25	86
Total DOV No. used	5	175	91	0	110	7	0	3
Total COV No. used	28	175	27	0	8	2	0	3
Vendor Bills	0		0	0	9	0	0	0
Yen, Won, Public Voucher Processed(if applicable)	33	0	0	0	67	0	0	0
**USN Members Serviced(DRAS)	0		0	0	0	0	0	0